

Procedure 226 - Refund of Fees and Part Time Course Cancellations

1. Purpose

The purpose of this procedure is to ensure that fee refunds and part time course cancellations are dealt with in a consistent and fair manner.

2. Scope

The procedure refers to

- 2.1.** Refund of fees where courses have been cancelled by North East Scotland College
- 2.2.** Refund of fees where student is withdrawing and requesting a refund

Note 1: The term "College Administration and Examinations Team" will be used to identify any staff member fulfilling that role

3. Procedure

3.1. Refund of fees where courses have been cancelled by North East Scotland College

- 3.1.1.** An email confirmation of cancelled class is received by the College Administration and Examinations Team and the Student Records and Data Officer (Curriculum and Finance). For BSPL courses, confirmation of cancelled classes are received by the College Administration and Examinations Team via Filemaker. An email confirming cancelled Sector classes is sent to the Student Records and Data Officer (Curriculum and Finance) and College Administration and Examinations.
- 3.1.2.** The Head of Faculty (HOF) will inform the College Administration and Examinations Team of any alternative courses or options.
- 3.1.3.** The College Administration and Examinations Team will contact all students by phone or Refund Letter 1 to inform them of the course cancellation and discuss options with them. If a refund is requested, refunds will be credited to students bank account or card account in line with how they paid for the course.
- 3.1.4.** The College Administration and Examinations Team will print each payment history page for students to be refunded. Where the class is cancelled by the College, copy receipts are not required
- 3.1.5.** The College Administration and Examinations Team will complete and sign a Refund Request form, RR1.
- 3.1.6.** The College Administration and Examinations Team will forward RR1s to the Student Records and Data Officer (Curriculum and Finance).
 - 3.1.6.1.** Where the student has paid using an ITA account.

- 3.1.6.1.1. The student's contribution should be refunded to the student and a credit note raised to ITA and sent to the Student Records and Data Officer (Curriculum and Finance) for the remainder of the fee.
 - 3.1.6.1.2. A copy of the credit request will be sent to Admissions, so that the course can be cancelled on the ITA website.
 - 3.1.7. Students booked on the course through Employer Bookings will require a credit note.
 - 3.1.8. The College Administration and Examinations Team will complete CS2 withdrawing each student from the cancelled class
 - 3.1.9. Authorised CS2s will be forwarded to Student Records.
 - 3.1.10. Student Records and Data Officer (Curriculum and Finance) will check to ensure
 - 3.1.10.1. class has been cancelled,
 - 3.1.10.2. students have not transferred to another course
 - 3.1.10.3. students have not been previously refunded
 - 3.1.10.4. student has paid the course fees.
 - 3.1.11. Once checks are completed RR1s are initialled to prove checks have been done and forwarded to the Cashier in the Business Office.
 - 3.1.11.1. If no refund is due, eg student fee transferred to another course, the Student Records and Data Officer (Curriculum and Finance) will return the information to the originator with an explanation.
 - 3.1.11.2. If refund is to be reduced eg student fee transferred to another course, with a fee the Student Records and Data Officer (Curriculum and Finance) will amend the RR1 form before forwarding it to the Business Office with documentary evidence, e.g. copy CS2.
 - 3.1.12. Cashier will obtain approval to process the refund from a suitably senior colleague in the Business Office, before organising the refund. Where requested, payments originally made by credit card will be refunded to the same card.

3.2. Refund of Fees where students withdraw and requests refund

NOTE Applications from students requesting refunds 14 or more days before the start of the course and who do not have access to internet/fax machine to obtain RR2, should be referred to Admissions who will send RR2s by first class mail. The date of request for RR2 will be noted on RR2 forms before they are sent to students.

3.3. Cancellation 14 days or more before the start of the course

- 3.3.1.1. Completed RR2s received in College will be passed to College Administration and Examinations
- 3.3.1.2. College Administration and Examinations will check completed RR2s for accuracy

- 3.3.1.3.** If the student has paid using an ITA account, the student's contribution should be refunded and a credit note raised to ITA for the remainder of the fee.
- 3.3.1.4.** College Administration and Examinations will ask Admissions to cancel the booking on ITA system.
- 3.3.1.5.** RR2 and attachments will be passed to the Student Records and Data Officer (Curriculum and Finance) to be processed.
- 3.3.1.6.** Student Records and Data Officer (Curriculum and Finance) will check student eligibility for refund in UNIT-e. If the student is eligible for a refund,
 - 3.3.1.6.1.** he/she is withdrawn from UNIT-e through Student Records and Data Officer (Curriculum And Finance)'s completion of RR2 form
 - 3.3.1.6.2.** the amount of refund is indicated on RR2.
 - 3.3.1.6.3.** RR2s will be forwarded to the Business Office.
- 3.3.1.7.** Business Office will check payee and method of payment required.
 - 3.3.1.7.1.** Bank Account or credit card refunds will be produced and authorised
 - 3.3.1.7.2.** sales invoice or credit note will be processed
 - 3.3.1.7.3.** copy of completed RR2 will be returned to Student Records and Data Officer (Curriculum and Finance)
 - 3.3.1.7.4.** Documentation will be filed in Business Office

3.4. Refund Request and Withdrawal Less than 14 days before the Course Start Date – Reason Complies with College Course Fees Policy criteria

- 3.4.1.** RR2 and attachments received in College Administration and Examinations Office
- 3.4.2.** The College Administration and Examinations Team will check attachments and complete RR2s and CS2s
- 3.4.3.** The College Administration and Examinations Team will send completed RR2s and CS2s to Director of Learning (DOL)
- 3.4.4.** DOLs will consider requests in line with North East Scotland College Course Fees Policy
 - 3.4.4.1. Refund Approved**
 - 3.4.4.1.1.** DOL will authorise RR2, indicating percentage of 90% maximum refund to be given, and CS2.
 - 3.4.4.1.2.** RR2, evidence, receipt and CS2 will be returned to the College Administration and Examinations Team
 - 3.4.4.1.3.** The College Administration and Examinations Team will forward RR2, receipt, evidence and CS2 to the Student Records and Data Officer (Curriculum and Finance).
 - 3.4.4.1.4.** The Student Records and Data Officer (Curriculum and Finance) will carry out checks to confirm whether or not student is eligible for the percentage refund stated.

- 3.4.4.1.5.** All documentation will be forwarded to Business Office for processing.
- 3.4.4.1.6.** Business Office will check payee and method of payment required.
- 3.4.4.1.7.** Bank Account or credit card refunds will be produced and authorised.
- 3.4.4.1.8.** Sales invoice or credit note will be processed.
- 3.4.4.1.9.** Copy of completed RR2 will be returned to Student Records and Data Officer (Curriculum and Finance).
- 3.4.4.1.10.** Documentation will be filed in Business Office

- 3.4.4.2. Refund NOT Approved**
- 3.4.4.2.1.** DOL will reject refund request where, for example, the student has attended more than 50% of course, evidence supplied is not valid or reasons given are outwith College Course Fees Policy criteria.
- 3.4.4.2.2.** RR2, receipt, evidence and authorised CS2 will be returned to the College Administration and Examinations Team with reason for request being rejected.

- 3.4.4.3.** The College Administration and Examinations Team will forward the CS2 to Student Records to withdraw the student.
- 3.4.4.4.** RR2, receipt, evidence and copy of letter issued to student will be kept on file in College Administration and Examinations Office.
- 3.4.4.5.** College Administration and Examinations Team will issue Refund Letter 2 (stating reason for refusal and signed by DOL)
- 3.4.4.6.** All documentation will be returned to the DOL with explanation of reason for refusal

3.5. Refund Request and Withdrawal Within 14 days or Less of Course Start Date – Student Notes Exceptional Circumstances

- 3.6.** RR2 and attachments received in Sector Office
- 3.7.** The College Administration and Examinations Team will check attachments and complete RR2s and CS2s.
- 3.8.** The College Administration and Examinations Team will send RR2s and CS2s to DOL for information
- 3.9.** DOL will forward RR2 and attachments to Vice Principal (VP) for consideration and approval
- 3.10.** VP will consider requests in line with North East Scotland College Course Fees Policy and either approves or rejects requests
 - 3.10.1. Refund Approved**
 - 3.10.1.1.** VP will approve RR2s and indicates percentage to be refunded on RR2s.
 - 3.10.1.2.** VP will forward RR2s, receipts, evidence and CS2s to DOL
 - 3.10.1.3.** DOL will sign and forward CS2s to the College Administration and Examinations Team along with RR2s, receipts and evidence.

- 3.10.1.4.** The College Administration and Examinations Team will process CS2s and forward RR2s, receipts, evidence and CS2s to Student Records and Data Officer (Curriculum and Finance).
- 3.10.1.5.** Student Records and Data Officer (Curriculum and Finance) will carry out checks to confirm whether or not student is eligible for the percentage refund stated
- 3.10.1.6.** All documentation will be forwarded to Business Office for processing.
 - 3.10.1.6.1.** Business Office will check payee and method of payment required.
 - 3.10.1.6.2.** Bank Account or credit card refunds will be produced and authorised.
 - 3.10.1.6.3.** Sales invoice or Credit Note will be processed
 - 3.10.1.6.4.** Copy of completed RR2s will be returned to Student Records and Data Officer (Curriculum and Finance)
 - 3.10.1.6.5.** Documentation will be filed in Business Office
- 3.10.2. Refund NOT Approved**
 - 3.10.2.1.** VP will indicate on RR2 that request has been unsuccessful and gives a reason.
 - 3.10.2.2.** VP will forward RR2s, receipts, evidence and CS2s to DOL
 - 3.10.2.3.** DOL will sign CS2s and forward them, RR2s, receipts and evidence to the College Administration and Examinations Team
 - 3.10.2.4.** The College Administration and Examinations Team will issue Refund Letter 2, stating reason for refusal and signed by DOL
 - 3.10.2.5.** The College Administration and Examinations Team will process withdrawal and forward CS2s to Student Records.
 - 3.10.2.6.** RR2s, evidence, receipts and copies of letters will be filed in the Sector Office.

4. Responsibilities

All responsibilities are clearly delineated in 3 above.

5. Records

- 5.1.** All student records will be held on file for 5 years in accordance with College Records Management schedules
- 5.2.** All financial files will be on file for 7 years in accordance with College Records Management schedules

6. Standard Forms

- 6.1.** Refund Letter 1
- 6.2.** Refund Letter 2
- 6.3.** Student Details: Updating Student Details Form (CS2)
- 6.4.** Refund Request Form (RR1)

7. References and Reference Documents

7.1. Course Fees Policy

Status:	Approved for Use
Version Date:	October 2019
Responsibility for Procedure:	College Administration and Examinations Manager
Responsibility for Implementation:	Vice Principals, Directors of Learning, Heads of Faculty, The College Administration and Examinations Team, Sector/Cross, Business Office, Student Records & Data Officer (Curriculum and Finance)
Responsibility for Distribution:	Quality Assurance Team
Distribution to:	College intranet
Responsibility for Review:	Administration and Examinations Manager
Date of EIA:	October 2019
Review Date:	October 2021

Equality Impact Assessment (EIA) Form

Part 1. Background Information. (Please enter relevant information as specified.)

Title of Policy or Procedure. Details of Relevant Practice:	Refund of Fees and Part Time Course Cancellations
Person(s) Responsible.	College Administration and Examinations Manager, Central Admin
Date of Assessment:	09 October 2019
What are the aims of the policy, procedure or practice being considered?	Leave blank if these are already explicit on the existing paperwork.
Who will this policy, procedure or practice impact upon?	Central Administration, Faculty Managers and Manager (Part-Time Courses)

Part 2. Public Sector Equality Duty comparison (Consider the proposed action against each element of the PSED and describe potential impact, which may be positive, neutral or negative. Provide details of evidence.)

Need	Impact	Evidence
<ul style="list-style-type: none"> Eliminating unlawful discrimination, harassment and victimisation. 	Positive – Ensuring all students are informed in a timely manner and offered alternatives to ensure a positive student experience.	Very few complaints using the current procedure.
<ul style="list-style-type: none"> Advancing Equality of Opportunity 	Positive	Very few complaints using the current procedure.
<ul style="list-style-type: none"> Promoting Good relations 	Positive	Very few complaints using the current procedure.

Part 3. Action & Outcome (Following initial assessment, describe any action that will be taken to address impact detected)

No action to be taken currently.

Sign-off, authorisation and publishing *	
Name:	Kim Rattray
Position:	College Administration and Examinations Manager
Date of original EIA	27/10/16
Date EIA last reviewed	09/10/19

**Please note that an electronic sign-off is sufficient*